

NORWALK MUNICIPAL COURT

45 N. Linwood Ave
Norwalk, Ohio 44857

* * * * *

TO: The following named defendant:

Plaintiff(s)
ROBERT HANLINE

: Case CVF 1201806

843 NEW STATE ROAD
NORWALK OH 44857

:
:

Henkel, Jeremy

VS

: SUMMONS IN
: CIVIL ACTION
: (Rule 4 and 9)

Defendant
UNITED AIR LINES INC
C/O THE PRENTICE-HALL CORP
50 WEST BROAD ST SUITE 1800
Columbus Oh 43215

: Date: Nov 30, 2012

* * * * *

You have been named defendant(s) in a complaint filed in the
the above named court by above Plaintiff(s). A copy of the com-
plaint is attached hereto.

You are hereby summoned and required to serve upon the plaintiff's
attorney, or upon the plaintiff if he has no attorney of record, a copy
of your answer to this complaint **within twenty-eight (28) days** after
the service of this summons upon you, excluding the date of service.
Your answer must be filed with the Court within three (3) days after the
service of a copy of the answer on the plaintiff's attorney.

Failure to appear and present a defense to this complaint will
result in a judgment by default being rendered against you for the
relief demanded in the complaint.

Plaintiff's Attorney:
Andrew M Kvochick
76 N MULBERRY ST

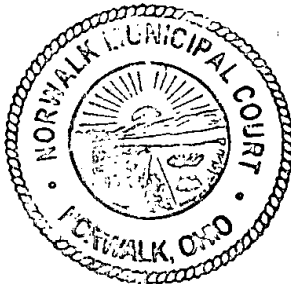
MANSFIELD OH 44902

Pamela G. Boss
Clerk of Court

by: 

Lori Kurtz
Deputy Clerk

Nov 30, 2012



FILED
NORWALK MUNICIPAL COURT

2012 NOV 21 A 11:46

**IN THE MUNICIPAL COURT
CITY OF NORWALK, OHIO**

ROBERT HANLINE
843 New State Road
Norwalk, Ohio 44857

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:
:

CASE NUMBER: CVF1201806

:

Judge John S. Ridge

And

:

JEREMY HENKEL
6501 Red Hook Plaza
St. Thomas, U.S. Virgin Islands 00802

:
:
:
:

Plaintiffs,

:

v.

:

COMPLAINT

AMERICAN AIRLINES
c/o C.T. CORPORATION SYSTEM
1300 E 9th ST
Cleveland, Ohio 44114

:
:
:
:
:

and

:

UNITED AIR LINES, INC.
c/o THE PRENTICE-HALL
CORPORATION SYSTEM, INC.
50 West Broad Street Suite 1800
Columbus, Ohio 43215

:
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:
:

and

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AIR CANADA
Legal Department
7373 Cote Vertu West
St. Laurent, Quebec H4Y 1H4

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Defendants.

:

For their Complaint against the Defendants, Plaintiffs Robert Hanline and Jeremy Henkel, state as follows:

FACTS COMMON TO ALL COUNTS

1. Plaintiff Hanline is a natural person residing in Huron County, Ohio.
2. Plaintiff Henkel is a natural person residing in St. Thomas, U.S. Virgin Islands.
3. Defendant American Airlines, Inc., is a Delaware corporation operating and transacting business in State of Ohio.
4. Defendant United Air Lines, Inc., is a Delaware corporation operating and transacting business in State of Ohio.
5. Defendant Air Canada is a Canadian corporation operating and transacting business in State of Ohio.
6. This court is the appropriate venue pursuant to Ohio law including but not limited to Ohio Civ. R. 3 and/or Ohio Civ. R. 4.3.
7. On June 20, 2012, Plaintiff Hanline commissioned an itinerary from his travel agent to travel to St. Thomas in the U.S. Virgin Islands for approximately one (1) week and then, from there, to a fishing camp in the Arctic Circle.
8. Plaintiff Hanline's travel agent identified a route from St. Thomas to Miami, Florida, ("Miami") on an American Airlines flight (the "St. Thomas-Miami Flight"); from Miami to Toronto, Ontario, Canada, ("Toronto") on an Air Canada flight (the "Miami-Toronto Flight"); from Toronto to Calgary, Alberta, Canada, ("Calgary") on an Air Canada flight (the "Toronto-Calgary Flight"); from Calgary to Yellowknife, Northwest Territories, Canada ("Yellowknife") on an Air Canada flight (the "Calgary-Yellowknife Flight") (all

flights referred to as the “Flights”). See Exhibits A & B. From Yellowknife, Plaintiffs would take a chartered flight to the Arctic Circle (the “Chartered Flight”).

9. Once Plaintiffs’ route was determined, Plaintiff Hanline and Plaintiff Henkel purchased first-class tickets from the Defendants for the Flights.
10. Plaintiffs arrived and boarded Defendant American Airlines’ aircraft in St. Thomas on July 1, 2012, well before the scheduled take-off.
11. Plaintiffs delivered luggage, including fishing equipment, clothing, and other supplies, to Defendant American Airlines for timely transportation to Yellowknife.

COUNT ONE

12. The Plaintiffs restate the foregoing as though alleged herein.
13. Due to alleged mechanical problems with the aircraft, Defendant American Airlines failed to cause the St. Thomas-Miami Flight to depart on July 1, 2012, at 9:10AM local time, which was the agreed upon time.
14. Upon arrival in Miami, Plaintiffs were already too late to board the Miami-Toronto Flight.
15. Defendant American Airlines rerouted Plaintiffs via another American Airlines flight to Houston, Texas (the “Miami-Houston Flight”). There, Plaintiff was to take a flight operated by Defendant United Airlines to Calgary (the “Houston-Calgary Flight”) in time to board the original Calgary-Yellowknife Flight.
16. Defendant American Airlines placed Plaintiff in economy seating on the Miami-Houston Flight and the Houston-Calgary Flight, and declined a specific request for comparable, first-class seating on both the Miami-Houston Flight and the Houston-Calgary Flight.

17. Said non-comparable seating was in breach of the contract of carriage between the Plaintiffs and the Defendants.
18. In Houston, Defendant United Air Lines refused to allow the Plaintiffs to have first-class seating, in breach of said Defendant's duties under the contract of carriage between the Plaintiffs and the Defendants, until Plaintiff Hanline purchased upgraded, first-class tickets from Defendant United Airlines for the Houston-Calgary Flight at a cost of \$3,602 per ticket. See Exhibit C.
19. The Plaintiffs' purchase of first-class tickets obligated Defendant American Airlines to provide first-class air travel from St. Thomas to Miami and first-class seating on the subsequent flights.
20. Defendants are jointly and individually liable, under state, federal, and/or international law, to reimburse Plaintiffs for the cost of the upgrades demanded by the Defendants to actually acquire seating comparable to the previously-agreed upon seating.

COUNT TWO

21. The Plaintiffs restate the foregoing as though alleged herein.
22. Pursuant to the tickets for carriage, Defendants were also required to diligently deliver the Plaintiffs' luggage to their destination in Yellowknife, Northwest Territories, Canada.
23. Upon arrival in Yellowknife, Northwest Territories, Canada, Plaintiff Jeremy Henkel learned that the Defendants had lost his luggage.
24. In order to timely board the Chartered Flight to the Arctic Circle, Plaintiff Henkel was forced to purchase new clothing, fishing supplies, and other items for a cost of over \$1,000.

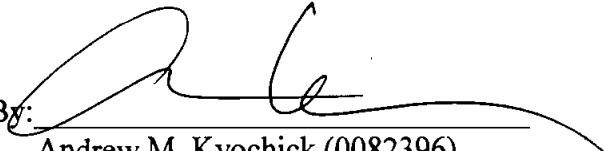
25. Defendants are jointly and individually liable, under state, federal, and/or international law, for the money spent to buy replacement equipment and supplies.

WHEREFORE, the Plaintiff demands the following relief:

- 26. Damages exceeding \$8,204 to be proved at trial;
- 27. For costs of suit and reasonable attorneys' fees; and,
- 28. For any other relief in law or equity that this Court may deem just and proper.

Respectfully Submitted,

WELDON, HUSTON & KEYSER, L.L.P.

By: 

Andrew M. Kvochick (0082396)
WELDON, HUSTON, & KEYSER, LLP
76 N. Mulberry St.
Mansfield, OH 44902
Phone: 419-524-9811
Fax: 419-522-5758
Email: akvochick@whkmansfield.com

*Attorneys for Plaintiffs Robert Hanline and
Jeremy Henkel*

EXHIBIT A



4201 MILAN RD
SANDUSKY, OH, 44870-5835
Tel: 419 625-5831

HANELINE
PO BOX 494
SHELBY, OH 44875-0494

Trip / Ref #: 491551
Consultant: MILLER, CHRISTY
cmiller@aaaohio.com

Date: 20JUN12

STATEMENT

PASSENGER(S)
ROBERT S HANLINE

FLIGHT	FRIDAY 22JUN12	Confirmation # G9V8F8
Airline	DELTA AIRLINES	Depart Date 22JUN12
Flight Number	5594	Depart Time 9:42am
Number of Stops	NONSTOP	Depart City CLEVELAND-HOPKINS
Class of Service	FIRST CLASS	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 22JUN12
Aircraft Equipment	CR9	Arrival Time 11:23am
Miles	554	Arrival City ATLANTA
Flying Time	1:41	

FLIGHT 5594 OPERATED BY EXPRESSJET DBA DELTA CON

FLIGHT	FRIDAY 22JUN12	Confirmation # G9V8F8
Airline	DELTA AIRLINES	Depart Date 22JUN12
Flight Number	677	Depart Time 12:05pm
Number of Stops	NONSTOP	Depart City ATLANTA
Class of Service	BUSINESS CLASS	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 22JUN12
Aircraft Equipment	757	Arrival Time 3:48pm
Miles	1599	Arrival City ST THOMAS USVI
Flying Time	3:43	
Meals	LUNCH	

FLIGHT	SUNDAY 01JUL12	Confirmation # C5BDCR
Airline	AMERICAN AIRLINES	Depart Date 01JUL12
Flight Number	840	Depart Time 9:10am
Number of Stops	NONSTOP	Depart City ST THOMAS USVI
Class of Service	BUSINESS CLASS	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 01JUL12
Aircraft Equipment	757	Arrival Time 12:00pm
Miles	1107	Arrival City MIAMI INTL
Flying Time	2:50	
Meals	CONTINENTAL BREAKFAST	



HANELINE

Trip / Ref #: 491551

Page: 2

STATEMENT

FLIGHT	SUNDAY 01JUL12	Confirmation # LB7JXA	
Airline	AIR CANADA	Depart Date	01JUL12
Flight Number	917	Depart Time	1:30pm
Number of Stops	NONSTOP	Depart City	MIAMI INTL
Class of Service	FIRST CLASS		
Status	Confirmed	Arrival Date	01JUL12
Seating	Airport check-in	Arrival Time	4:40pm
Aircraft Equipment	E90	Arrival City	TORONTO-PEARSON
Miles	1234		
Flying Time	3:10		

FLIGHT	SUNDAY 01JUL12	Confirmation # LB7JXA	
Airline	AIR CANADA	Depart Date	01JUL12
Flight Number	133	Depart Time	6:00pm
Number of Stops	NONSTOP	Depart City	TORONTO-PEARSON
Class of Service	FIRST CLASS		
Status	Confirmed	Arrival Date	01JUL12
Seating	Airport check-in	Arrival Time	8:10pm
Aircraft Equipment	319	Arrival City	CALGARY
Miles	1676		
Flying Time	4:10		

FLIGHT	SUNDAY 01JUL12 - MONDAY 02JUL12	Confirmation # LB7JXA	
Airline	AIR CANADA	Depart Date	01JUL12
Flight Number	8223	Depart Time	10:20pm
Number of Stops	NONSTOP	Depart City	CALGARY
Class of Service	COACH		
Status	Confirmed	Arrival Date	02JUL12
Seating	Airport check-in	Arrival Time	12:23am
Aircraft Equipment	CRJ	Arrival City	YELLOWKNIFE
Miles	785		
Flying Time	2:03		

FLIGHT 8223 OPERATED BY AIR CANADA EXPRESS JAZ



HANELINE

Trip / Ref #: 491551

Page: 3

STATEMENT

HOTEL	SUNDAY 01JUL12 - MONDAY 02JUL12	Confirmation Number 147329006
Hotel Chain	Ihotelier	Arrival Date 01JUL12
Hotel Name	CHATEAU NOVA	Arrival Time 3:00pm
Address	4401 50TH ST	
City	YELLOWKNIFE NT	
Zip	X1A 2N2	
Country	CA	
Phone	1-867-8739700	
Number of Nights	1	Depart Date 02JUL12
Number of Rooms	1	Depart Time 11:00am
Room Type	NONSMOKING 1 QUEEN	
Num Adults	1	
Rate Type	DAILY	
Rate	155.00CAD	
Guar	Guaranteed	
Guaranteed By	GUARANTEED ON AX*****7005EXP1115	

Discount Applied: AAA- YES Senior- NO Corporate- NO Other- NO

I have been advised to show my AAA card at check in.

The above rate does NOT include tax, additional Tax Percentage:162.75CAD

Any surcharges are subject to be charged by hotel(s) and are NOT included (Subject to change).

Rate change during stay:NO

Deposit Required: NO

If yes, amount: NONE

Cancellation Policy:CANCEL BY 300PM DAY OF ARRIVAL TO AVOID BILLING TO CC IF NEED TO CANCEL

I have been advised hotels require credit card imprint at check in for incidentals.

Special Request (Not Guaranteed):NO

Age Restrictions:21

I have been advised that I must show a government issued photo ID at check-in.

Proof of U.S. citizenship required:NO

For travel outside the United States a passport may be required, please check

www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised rates may vary based on rate of exchange for international bookings.



HANELINE

Trip / Ref #: 491551

Page: 4

STATEMENT

HOTEL	MONDAY 09JUL12 - TUESDAY 10JUL12	Confirmation Number 147328998
Hotel Chain	Ihotelier	Arrival Date 09JUL12
Hotel Name	CHATEAU NOVA	Arrival Time 3:00pm
Address	4401 50TH ST	
City	YELLOWKNIFE NT	
Zip	X1A 2N2	
Country	CA	
Phone	1-867-8739700	
Number of Nights	1	Depart Date 10JUL12
Number of Rooms	1	Depart Time 12:00pm
Room Type	NONSMOKING 1 QUEEN	
Num Adults	1	
Rate Type	DAILY	
Rate	155.00CAD	
Guar	Guaranteed	
Guaranteed By	GUARANTEED ON AX*****7005EXP1115	

FLIGHT	TUESDAY 10JUL12	Confirmation # LB7JXA
Airline	AIR CANADA	Depart Date 10JUL12
Flight Number	8222	Depart Time 6:00am
Number of Stops	NONSTOP	Depart City YELLOWKNIFE
Class of Service	COACH	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 10JUL12
Aircraft Equipment	CRJ	Arrival Time 8:06am
Miles	785	Arrival City CALGARY
Flying Time	2:06	

FLIGHT 8222 OPERATED BY AIR CANADA EXPRESS JAZ

FLIGHT	TUESDAY 10JUL12	Confirmation # LB7JXA
Airline	AIR CANADA	Depart Date 10JUL12
Flight Number	110	Depart Time 10:00am
Number of Stops	NONSTOP	Depart City CALGARY
Class of Service	FIRST CLASS	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 10JUL12
Aircraft Equipment	320	Arrival Time 3:40pm
Miles	1676	Arrival City TORONTO-PEARSON
Flying Time	3:40	
Meals	BREAKFAST	



HANELINE

Trip / Ref #: 491551

Page: 5

STATEMENT

FLIGHT:	TUESDAY 10JUL12	Confirmation # U0QB00
Airline	UNITED AIRLINES	Depart Date 10JUL12
Flight Number	4421	Depart Time 6:15pm
Number of Stops	NONSTOP	Depart City TORONTO-PEARSON
Class of Service	COACH	
Status	Confirmed	
Seating	Airport check-in	Arrival Date 10JUL12
Aircraft Equipment	ERJ	Arrival Time 7:19pm
Miles	193	Arrival City CLEVELAND-HOPKINS
Flying Time	1:04	

FLIGHT 4421 OPERATED BY EXPRESSJET AIRLINES DBA

Electronic Ticket Issued: YES

If no, you must present paper ticket at airport

Refund Policy: Nonrefundable

Tickets are nontransferable and name changes are not permitted.

Change Policy: Any changes must be made prior to the departure date.

These changes would be subject to penalties and any difference in fare.

I accept AAA Ohio Auto Club Travel nonrefundable Protection Plan: NO

If yes, see Purchase Contract for details

TRAVEL DOCUMENTATION

If I chose not to provide my birthdate to AAA, I understand that I may be denied boarding by the airline due to TSA regulations.

For travel within the United States all passengers age 18 and older must show a government-issued photo ID.

For travel outside the United States a passport may be required, please check www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised to check in at all airports 2 hours prior to departure time.

I have been advised that airlines have the right to make schedule changes and equipment changes as needed. When this occurs seat assignments are subject to change.

I have been advised to reconfirm flights 24 hours prior to departure with airline and verify checked baggage charges and restrictions.

Some airlines may offer a discount if baggage fees are pre-paid online when you check in.

For Baggage charges go to mytripandmore.com/baggage.aspx

Airline Phone Number: 800-325-2000

I have been advised that AAA Ohio Auto Club strongly recommends payment by credit card.

Special Request (not guaranteed): NO



HANELINE

Trip / Ref #: 491551

Page: 6

STATEMENT

Electronic Ticket Issued:

If no, you must present paper ticket at airport

Refund Policy: Nonrefundable

Tickets are nontransferable and name changes are not permitted.

Change Policy: Any changes must be made prior to the departure date.

These changes would be subject to penalties and any difference in fare.

I accept AAA Ohio Auto Club Travel nonrefundable Protection Plan:

If yes, see Purchase Contract for details

TRAVEL DOCUMENTATION

If I chose not to provide my birthdate to AAA, I understand that I may be denied boarding by the airline due to TSA regulations.

For travel within the United States all passengers age 16 and older must show a government-issued photo ID.

For travel outside the United States a passport may be required, please check www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised to check in at all airports 2 hours prior to departure time.

I have been advised that airlines have the right to make schedule changes and equipment changes as needed. When this occurs seat assignments are subject to change.

I have been advised to reconfirm flights 24 hours prior to departure with airline and verify checked baggage charges and restrictions.

Some airlines may offer a discount if baggage fees are pre-paid online when you check in.

For Baggage charges go to mytripandmore.com/baggage.aspx

Airline Phone Number:

I have been advised that AAA Ohio Auto Club strongly recommends payment by credit card.

Special Request (not guaranteed):

I understand that the airline tickets or air tours (a tour or cruise package that includes airfare sold by the supplier) I am purchasing are subject to supplemental price increases that may be imposed after the date of purchase. Post-purchase price increases may be applied due to additional costs imposed by a supplier or government. I understand and acknowledge that I may be charged additional sums by the supplier to offset increased fees, fuel surcharges, taxes, fluctuations in foreign exchange markets or any combination thereof. I hereby consent to any post-purchase price increases and authorize AAA Travel to charge my credit card for such additional amounts.

INVOICE

PRODUCT	DESCRIPTION	SUBTOTAL	TOTAL	PAID	BALANCE	DUE
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HANELINE

Trip / Ref #: 491551

Page: 7

STATEMENT

FEE	1 NONREFUNDABLE	30.00	30.00	30.00	0.00
DISCOUNT	1 PREMIER MEMBERSHIP	-30.00	-30.00	30.00	0.00
	TOTAL USD	4266.74	4266.74	4266.74	0.00

PAYMENT SUMMARY

DATE	REF #	PAID BY	PAY METHOD	AMOUNT
08JUN12	491551-1		VENDOR CREDIT CARD (3783#####7005)	4181.74 USD
08JUN12	491551-2		VENDOR CREDIT CARD (3783#####7005)	105.00 USD
12JUN12	491551-3	RS HANLINECO	CHECK	0.00 USD

I have read and agree to the above information. All of my questions have been answered to my satisfaction.

Client Signature _____ Date _____

Counselor Signature _____ Date _____

EXHIBIT B



4201 MILAN RD
SANDUSKY, OH, 44870-5835
Tel: 419 625-5831

JEREMY C HENKEL
6501 RED HOOK PLZ STE 201
ST THOMAS, VI 00802-1311

Trip / Ref #: 492689
Consultant: MILLER, CHRISTY
cmiller@aaaohio.com

Date: 13NOV12

STATEMENT

PASSENGER(S)
JEREMY C HENKEL

FLIGHT	SUNDAY 01JUL12	Confirmation # HFYGBE
Airline	AMERICAN AIRLINES	Depart Date 01JUL12
Flight Number	840	Depart Time 9:10am
Number of Stops	NONSTOP	Depart City ST THOMAS USVI
Class of Service	BUSINESS CLASS	
Status	Confirmed	
Seating	05E	Arrival Date 01JUL12
Aircraft Equipment	757	Arrival Time 12:00pm
Miles	1107	Arrival City MIAMI INTL
Flying Time	2:50	
Meals	CONTINENTAL BREAKFAST	

FLIGHT	SUNDAY 01JUL12	Confirmation # LECT7Z
Airline	AIR CANADA	Depart Date 01JUL12
Flight Number	917	Depart Time 1:30pm
Number of Stops	NONSTOP	Depart City MIAMI INTL
Class of Service	FIRST CLASS	
Status	Confirmed	
Seating	01A	Arrival Date 01JUL12
Aircraft Equipment	E90	Arrival Time 4:40pm
Miles	1234	Arrival City TORONTO-PEARSON
Flying Time	3:10	

FLIGHT	SUNDAY 01JUL12	Confirmation # LECT7Z
Airline	AIR CANADA	Depart Date 01JUL12
Flight Number	133	Depart Time 6:00pm
Number of Stops	NONSTOP	Depart City TORONTO-PEARSON
Class of Service	FIRST CLASS	
Status	Confirmed	
Seating	01D	Arrival Date 01JUL12
Aircraft Equipment	319	Arrival Time 8:10pm
Miles	1676	Arrival City CALGARY
Flying Time	4:10	



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 2

STATEMENT

FLIGHT	SUNDAY 01JUL12 - MONDAY 02JUL12	Confirmation # LECT7Z
Airline	AIR CANADA	Depart Date 01JUL12
Flight Number	8223	Depart Time 10:20pm
Number of Stops	NONSTOP	Depart City CALGARY
Class of Service	COACH	
Status	Confirmed	
Seating	13C	Arrival Date 02JUL12
Aircraft Equipment	CRJ	Arrival Time 12:23am
Miles	785	Arrival City YELLOWKNIFE
Flying Time	2:03	

FLIGHT 8223 OPERATED BY AIR CANADA EXPRESS JAZ

HOTEL	SUNDAY 01JUL12 - MONDAY 02JUL12	Confirmation Number 147259247
Hotel Chain	Ihotelier	Arrival Date 01JUL12
Hotel Name	CHATEAU NOVA	Arrival Time 3:00pm
Address	4401 50TH ST	
City	YELLOWKNIFE NT	
Zip	X1A 2N2	
Country	CA	
Phone	1-867-8739700	
Number of Nights	1	Depart Date 02JUL12
Number of Rooms	1	Depart Time 12:00pm
Room Type	NONSMOKING 1 QUEEN	
Num Adults	1	
Rate Type	DAILY	
Rate	155.00CAD	
Guar	Guaranteed	
Guaranteed By	GUARANTEED ON AX*****7005EXP1115	

Discount Applied: AAA-YES Senior- NO Corporate- NO Other-NO

I have been advised to show my AAA card at check in.

The above rate does NOT include tax, additional Tax Percentage:162.75CAD

Any surcharges are subject to be charged by hotel(s) and are NOT included (Subject to change).

Rate change during stay:NO

Deposit Required: NO

If yes, amount: NONE

Cancellation Policy:CANCEL BY 300PM DAY OF ARRIVAL TO AVOID PENALTY TO CC IF NEED TO CANCEL

I have been advised hotels require credit card imprint at check in for incidentals.

Special Request (Not Guaranteed):NOSMOKING QUEEN

Age Restrictions:21

I have been advised that I must show a government issued photo ID at check-in.

Proof of U.S. citizenship required:NO

For travel outside the United States a passport may be required, please check

www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised rates may vary based on rate of exchange for international bookings.



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 3 -

STATEMENT

HOTEL	MONDAY 09JUL12 - TUESDAY 10JUL12	Confirmation Number 147330937
Hotel Chain	Ihotelier	Arrival Date 09JUL12
Hotel Name	CHATEAU NOVA	Arrival Time 3:00pm
Address	4401 50TH ST	
City	YELLOWKNIFE NT	
Zip	X1A 2N2	
Country	CA	
Phone	1-867-8739700	
Number of Nights	1	
Number of Rooms	1	Depart Date 10JUL12
Room Type	NONSMOKING 1 QUEEN	
Num Adults	1	
Rate Type	DAILY	
Rate	155.00CAD	
Guar	Guaranteed	
Guaranteed By	GUARANTEED ON AX*****7005EXP1115	

Discount Applied: AAA- YES Senior- NO Corporate- NO Other-NO

I have been advised to show my AAA card at check in.

The above rate does NOT include tax, additional Tax Percentage:162.75CAD

Any surcharges are subject to be charged by hotel(s) and are NOT included (Subject to change).

Rate change during stay:NO

Deposit Required: NO

If yes, amount: NONE

Cancellation Policy:CANCEL BY 300PM DAY OF ARRIVAL TO AVOID BILLING TO CC IF NEED TO CANCEL

I have been advised hotels require credit card imprint at check in for incidentals.

Special Request (Not Guaranteed):NO

Age Restrictions:21

I have been advised that I must show a government issued photo ID at check-in.

Proof of U.S. citizenship required:NO

For travel outside the United States a passport may be required, please check

www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised rates may vary based on rate of exchange for international bookings.

FLIGHT	TUESDAY 10JUL12	Confirmation # LECT72
Airline	AIR CANADA	Depart Date 10JUL12
Flight Number	8514	Depart Time 2:00pm
Number of Stops	NONSTOP	Depart City YELLOWKNIFE
Class of Service	COACH	
Status	Confirmed	
Seating	03C	Arrival Date 10JUL12
Aircraft Equipment	CRJ	Arrival Time 3:40pm
Miles	635	Arrival City EDMONTON INT'L
Flying Time	1:40	

FLIGHT 8514 OPERATED BY AIR CANADA EXPRESS JAZ



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 4

STATEMENT

FLIGHT	TUESDAY 10JUL12	Confirmation # GKWTYL
Airline	ALASKA AIRLINES	Depart Date 10JUL12
Flight Number	2583	Depart Time 6:18pm
Number of Stops	NONSTOP	Depart City EDMONTON INT'L
Class of Service	COACH	
Status	Confirmed	
Seating	20B	Arrival Date 10JUL12
Aircraft Equipment	DH4	Arrival Time 7:19pm
Miles	558	Arrival City SEATTLE WA
Flying Time	2:01	

FLIGHT 2583 OPERATED BY HORIZON AIR DBA ALASKA H

FLIGHT	TUESDAY 10JUL12 - WEDNESDAY 11JUL12	Confirmation # HFYGBE
Airline	AMERICAN AIRLINES	Depart Date 10JUL12
Flight Number	1088	Depart Time 9:25pm
Number of Stops	NONSTOP	Depart City SEATTLE WA
Class of Service	COACH	
Status	Confirmed	
Seating	30D	Arrival Date 11JUL12
Aircraft Equipment	757	Arrival Time 6:15am
Miles	2724	Arrival City MIAMI INTL
Flying Time	5:50	

FLIGHT	WEDNESDAY 11JUL12	Confirmation # HFYGBE
Airline	AMERICAN AIRLINES	Depart Date 11JUL12
Flight Number	645	Depart Time 10:10am
Number of Stops	NONSTOP	Depart City MIAMI INTL
Class of Service	BUSINESS CLASS	
Status	Confirmed	
Seating	06E	Arrival Date 11JUL12
Aircraft Equipment	757	Arrival Time 12:50pm
Miles	1107	Arrival City ST THOMAS USVI
Flying Time	2:40	
Meals	LUNCH	

Electronic Ticket Issued: YES

If no, you must present paper ticket at airport

Refund Policy: Nonrefundable

Tickets are nontransferable and name changes are not permitted.

Change Policy: Any changes must be made prior to the departure date.

These changes would be subject to penalties and any difference in fare.

I accept AAA Ohio Auto Club Travel nonrefundable Protection Plan: NO

If yes, see Purchase Contract for details

TRAVEL DOCUMENTATION

If I chose not to provide my birthdate to AAA, I understand that I may be denied boarding by the airline due to

TSA regulations.

For travel within the United States all passengers age 16 and older must show a



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 5

STATEMENT

government-issued photo ID.

For travel outside the United States a passport may be required, please check www.travel.state.gov for the most current requirements, as requirements change often.

I have been advised to check in at all airports 2 hours prior to departure time.

I have been advised that airlines have the right to make schedule changes and equipment changes as needed. When this occurs seat assignments are subject to change.

I have been advised to reconfirm flights 24 hours prior to departure with airline and verify checked baggage charges and restrictions.

Some airlines may offer a discount if baggage fees are pre-paid online when you check in.

For Baggage charges go to mytripandmore.com/baggage.aspx

Airline Phone Number: 800-433-7300 AA

I have been advised that AAA Ohio Auto Club strongly recommends payment by credit card.

Special Request (not guaranteed): NO

I understand that the airline tickets or air tours (a tour or cruise package that includes airfare sold by the supplier) I am purchasing are subject to supplemental price increases that may be imposed after the date of purchase. Post-purchase price increases may be applied due to additional costs imposed by a supplier or government. I understand and acknowledge that I may be charged additional sums by the supplier to offset increased fees, fuel surcharges, taxes, fluctuations in foreign exchange markets or any combination thereof. I hereby consent to any post-purchase price increases and authorize AAA Travel to charge my credit card for such additional amounts.

INVOICE						
PRODUCT	DESCRIPTION	SUBTOTAL	TOTAL	PAID	BALANCE	DUE
AMERICAN AIRLINES						
Ticket	1 BASE FARE	2834.30	2834.30			
	1 TAX	74.70	74.70			
	SUBTOTAL	2909.00	2909.00	2909.00	0.00	
TICKET: 7024330964-65						
FEE	1 NONREFUNDABLE	30.00	30.00	30.00	0.00	
	TOTAL USD	2939.00	2939.00	2939.00	0.00	

PAYMENT SUMMARY				
DATE	REF #	PAID BY	PAY METHOD	AMOUNT
04JUN12	492689-1	JEREMY C HENKEL	AMERICAN EXPRESS CREDIT CARD (3767#####2009)	30.00 USD
04JUN12	492689-1	JEREMY C HENKEL	DIRECT TO VENDOR (3767#####2009)	2909.00 USD



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 6

STATEMENT

THIS INVOICE INCLUDES A NON-REFUNDABLE SERVICE FEE.

TRAVEL PROTECTION PLAN DISCLOSURE NOTICE

I hereby acknowledge that AAA Ohio Automobile Club, hereinafter AAA, has offered their travel protection plan for my travel arrangements which have been booked by AAA. AAA has provided me a brochure describing the insurance coverage as well as the cost. By signing my name below, I acknowledge that I am waiving the Insurance coverage. Any questions I have regarding the travel protection plan have been answered to my satisfaction.

I have read and agree to the above information. All of my questions have been answered to my satisfaction.

Client Signature

Date

Counselor Signature

Date

THIS INVOICE INCLUDES A NON-REFUNDABLE SERVICE FEE.

THIS INVOICE INCLUDES A NON-REFUNDABLE SERVICE FEE.



JEREMY C HENKEL

Trip / Ref #: 492689

Page: 7

STATEMENT

The AAA Club/AAA Travel Agency (AAA) which has served you offers retail travel services to customers which are provided by separate and independent vendors of travel services. AAA provides you, its customer, with access to these travel services. AAA does not operate, control or otherwise provide the services of the independent travel vendors. Hence customers agrees and understands that AAA is not responsible for any operating failure, loss, damage, delay or injury to you or members of your traveling party, nor for any consequential damages which may result from failures, delays or injuries which arise out of or during your scheduled travel. Customer agrees and understands that AAA is not responsible for any damages, direct or consequential, which may arise as a result of acts of God, social or labor unrest, war, political or national strike, terrorist activities, mechanical failures, climatic conditions or any other actions or omissions beyond AAA's control. Fare, rate, charges, schedules and other aspects of services provided by the independent travel vendors may change with or without notice. Customer agrees and understands that AAA is not responsible for additional collection imposed by these vendors or changes in their operating schedules which reflect the current offering to the general public. Penalty and refund provisions for all transportation agreements shall be those specifically outlined in the carrier and supplier tariffs, both hard copy and automated, and are fully enforceable to the extent that they are completely disclosed. In the event an airline or travel vendor declares bankruptcy, it is not obligated to carry you or to provide refunds. AAA is not allowed to provide refunds for vendors who have declared bankruptcy. Money given to our agency immediately becomes property of the airline or travel vendor as required by law. If an airline or travel vendor declares bankruptcy, it might continue services or stop completely. Other airlines or travel vendors might provide alternative service under limited circumstances. Your receipt of travel documents and vouchers constitutes your agreement to the foregoing, and your responsibility to convey the same to the members of your traveling party.

EXHIBIT C

Do not expose to excessive heat or direct sunlight.

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HENKEL/JEREMYC


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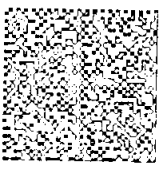
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		PVDQMB		
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C/O THE PRENTICE-HALL CORP
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